ABSTRACT OF THE DISCLOSURE

A method and apparatus for remotely debugging an application program over the Internet is described. A software vendor provides an interface program along with an application program to a customer. The interface program detects a debug request initiated by a customer operator on a customer computer, and establishes a connection with a debug program on a vendor computer over the Internet. The interface program takes over control of the application program from the customer operator, and takes various actions including running a diagnostic sequence received from the debug program on the application program to debug the application program.